

# AIR MOBILITY COMMAND SEATTLE-TACOMA INTERNATIONAL GATEWAY FREQUENTLY ASKED QUESTIONS (FAQ)

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## Where are you located in the Seattle Airport?

*The AMC ticket counter is located on the ticketing level of the airport near Hawaiian Airlines. This is where you need to be to check-in for your flight.*

*Our office is located between Baggage Claim 4 and 5 in the baggage claim area.*

## Can your office book my travel on the Patriot Express?

*If you are traveling on official orders such as PCSing or Temporary Duty, we are only able to make reservations with 72 hours of aircraft departure, pending open seats. We recommend contacting your local transportation office to book your Patriot Express flight as soon as you know of you travel up to the 72 hour window of your desired departure.*

## Do you take cash?

*As of 30 April 2021, we are longer accepting cash as a form of payment for pet, excess baggage and space available travel charges. We will continue to take debit and credit cards to include the Government Travel Card (GTC). If you are traveling with cash only and will incur one of the charges, please use the "readystation" machines located throughout the airport.*

## What is the cost of Space Available travel?

*The current cost of Space A travel is \$19.10 per traveler. We do not allow in-lap children.*

## What type of aircraft will I be flying on out of Seattle?

*As of now, all of our flights are either B767, B777 or B767 aircraft.*

## What do I need to have in order to check-in if I already have a reservation on the Patriot Express?

*Active Duty personnel will need a valid Common Access Card (CAC), orders, completed health screen (received at SeaTac) and negative COVID-19 test (proof of vaccination is acceptable if traveling to Guam).*

*For DoD Civilians, dependents and contractors, you will need a valid Passport, orders (must have your name stated), completed health screen (received at SeaTac) and negative COVID-19 test (proof of vaccination is acceptable if traveling to Guam).*

*We recommend those passengers who have foreign passports should check with the nearest host nation embassy or consulate to determine what credentials are required for entry.*

## Should I have multiple copies of my orders in my possession?

*Yes, you should always travel with multiple copies of orders. We will be taking a copy upon check-in. We also recommend having a copy of your orders in each of your checked bags.*

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## What are the baggage limitations for flying on the Patriot Express?

AMC adheres to all TSA baggage screening guidelines found at <https://www.tsa.gov/travel/security-screening>. A complete list of permitted and prohibited items in checked and/or hand-carried items can be found at <https://www.tsa.gov/travel/security-screening/whatcanibring/all>.

*Each passenger may check two pieces of luggage up to 70 pounds and 62 linear (length+width+height) inches each. Motorized assistance equipment may not exceed 100 pounds in weight. Luggage allowances may be combined per family, e.g. 4 checked items are allowed for a 2-passenger family. Passengers should include their name and current address on or inside checked luggage. It is also advisable to place a copy of appropriate leave paperwork in checked luggage.*

*Any bag heavier than 70 pounds or 62 linear inches will be counted as two bags for each 70-pound increment. The maximum price-per-bag is \$125. Excess baggage fees may be paid with the government travel card where services are available. Standard-issue B-4 duffle bags may weigh 100 pounds; however, only one of these bags is allowed.*

*Bags cannot exceed 100 pounds and/or 80 linear inches.*

*Space Available passengers are not allowed excess baggage.*

## What size of baggage can I carry on with me on the aircraft?

*Passengers are permitted one, 45-linear inch (length+width+height), hand-carried item, e.g. small suitcase, garment bag, backpack. This item must fit under the seat or in available overhead compartments in the cabin area. Items that are too large must be checked and will count against the passenger's checked luggage limit.*

*One hand-carried, personal item, e.g. cosmetic case, purse, briefcase, is also permitted.*

## Where can I get a COVID test in the area?

*We recommend you already have your negative test prior to arriving; however, we understand that is not always feasible. Please go to the [Port of Seattle](#) to find other options for testing in the area.*

## If I am vaccinated, do I still need a negative COVID test before I check-in for my flight?

*As of now, passengers traveling to Guam can show hard copy proof of their vaccination card (post 14 days after last shot) and travel without a negative COVID test. All other passengers traveling on the Patriot Express out of Seattle, regardless of age, require a negative COVID test with 72 hours of aircraft departure. Please visit [AMC's COVID travel requirements and travel advisories](#).*

## I am flying into Seattle on the Patriot Express, could you walk me through what I can expect upon arrival?

*If you are arriving directly from Japan or Korea, passengers will deplane and go down into Customs/Immigrations where they will immigrate into the United States. All passengers must claim their*

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*luggage prior to clearing Customs. If your connecting flight is Delta, often they have representatives in Customs where you can check in for your connecting flight and drop off your bags.*

*All other passengers will place their luggage on a belt prior to leaving Customs. From that point, you will depart Customs and get on a train to the main terminal (follow the signs to Baggage Claim). You will then proceed to Baggage Claim #1 to reclaim your luggage.*

*If you are traveling with pets, upon arriving into Customs/Immigrations, you must stop by the CDC office to clear them into the United States. You will be able to claim your pets near the large white wall near Baggage Claim #1.*

*If your aircraft arrived from Anchorage, you will go directly to Baggage Claim #1 to claim your luggage, pets will be near the large white wall.*

## If my transportation office cannot book my pet on the Patriot Express, is your office able to do so?

*We see the same information as your transportation office as far as open space is concerned.*

*Unfortunately, if they cannot book your pet, neither can we. Also, we are unable to book pet spaces outside of a 72-hour window of aircraft departure.*

## What are the kennel size requirements for in-cabin pets?

*Kennels must be leak proof/water repellant with ventilation on at least two sides (soft kennels are authorized). Kennels must not exceed 20" L x 16" W x 8 ½" H and pets in kennels must be able to (with normal body posture and movement) stand up and turn around. If you arrive with a reserved in-cabin spot for your pet and your kennel is outside of those dimensions, your pet may be denied travel on the Patriot Express. Please see [AMC's Pet Brochure](#) for more information.*

## What are the kennel requirements for cargo hold pets?

*Kennels must be hard sided with ventilation on at least 3 sides. 2-piece kennels must be bolted together with metal nuts and bolts (kennels held together by plastic latches/ties will be denied travel). There are no size restrictions for kennels in cargo hold except for weight. Max weight for kennel and pet cannot exceed 150 pounds. Pets in kennels must be able to (with normal body posture and movement), stand up and turn around. Per [International Air Transport Association \(IATA\)](#), the roof must be solid but ventilation holes are allowed over the whole surface provided that they do not reduce the integrity of the strength of the roof itself. Please see [AMC's Pet Brochure](#) for more information.*

## What kind of pet can I travel with on the Patriot Express?

*Pets are limited to domestic dogs and cats only.*

## Who can travel on the Patriot Express with a pet?

*Only passengers in a PCS status can travel with pets. Contact your transportation office to reserve a pet space upon receiving your PCS orders. Spaces do go quickly so we recommend making contact as soon as you can.*

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*Each family is authorized to ship 2 pets via AMC.*

## Could you walk me through the pet check-in process?

*Pets are checked-in at the same time/location of standard flight check-in at the AMC Ticket Counters. Your pet is weighed and documentation is checked at this time as well as visual inspection of the pet and kennel. At this time, you will be asked to pay for your pet fee:*

*<70 lbs = \$125.00*

*71-140 lbs = \$250.00*

*141-150 lbs = \$375.00*

*You cannot leave your cargo hold booked pet unattended in the airport. You must remain with your pet in the airport until we take them to be loaded which will be in the baggage claim area near Baggage Claim #1 (approximately 30 minutes after check-in cut off time).*

## What is the required documentation needed for my pet to travel with me on the Patriot Express?

*Documentation varies from country to country. We recommend using the following link ([USDA APHIS](#)) to ensure you have everything you need for your pet to travel with you to your PCS destination.*

## What qualifies as a Service Animal?

*A Service Animal is defined as working animals individually trained to perform specific tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.*

*Transportation of a service animal in the cabin or cargo hold is authorized without charge when accompanying a passenger who is otherwise authorized transportation under this issuance. DoD personnel will make every effort to ensure individuals with disabilities are not separated from their service animals. An animal's weight and size, as well as USG and foreign country restrictions, may limit the transport of a service animal within the cabin or cargo hold.*

## What are the requirements to travel with my Emotional Support Animal (ESA)?

*Transportation of an ESA is authorized without charge; however, passengers must provide proper documentation in order to travel with an emotional support or psychiatric service animal. Documentation may be no older than one year from the date of the passenger's initial scheduled flight and must be on the letterhead of a licensed mental health professional. It must state:*

- 1. The passenger has a mental or emotional disability recognized in the American Psychiatric Association's "Diagnostic and Statistical Manual of Mental Disorders."*
- 2. The passenger needs the emotional support or psychiatric service animal as an accommodation for air*

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*travel or for activity at the passenger's destination.*

*3. The individual providing the assessment is a licensed mental health professional and the passenger is under his or her professional care.*

*4. The date, type and state or jurisdiction in which the mental health professional's license was issued.*

*Notes:*

*- Service animals and ESAs must sit on the customers lap, or at their feet without protruding into the aisle or encroaching on other passengers.*

*- Proper sanitation is the responsibility of the traveler and must be maintained at all times.*

*Passenger service personnel and aircrew members are not required to provide care or food for a service/emotional support animal or provide a special location for the animal's hygienic needs.*

*- Animals may be removed from the premises if the handler cannot control the animal or the animal poses a threat to the health or safety of other passengers or passenger service personnel.*

## Does Air Mobility Command have breed restrictions?

*AMC does not have breed restrictions; however, AMC warns that snub or pug nosed pets are more susceptible to air travel complications such as heat stroke, respiratory problems, and possibly death.*

*Please see [AMC's Pet Brochure](#) for more information.*

## Can pets only travel during the winter months?

*Both the cabin and cargo hold area are temperature controlled allowing pets to travel year-round.*

*However, if you are have a connecting flight, please contact your commercial airline for their requirements/limitations.*

## Do I need to put food and water in my pet's kennel?

*Food and water are not required to be placed in the kennel.*